

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE	PAGE 1 of 11
2. AMENDMENT/MODIFICATION NO. 11		3. EFFECTIVE DATE NOV 12 2002		4. REQUISITION/PURCHASE NO.	5. PROJECT NO. (If applicable) ODIN
6. ISSUED BY ASA Glenn Research Center Attn: Thomas A. Spicer Services and Construction Branch 21000 Brook park Road, Mail Stop 500-312 Cleveland, OH 44135-3191			CODE 0616/TAS	7. ADMINISTERED BY (If other than Item 6) CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) ACS Government Services, Inc. Attn: Pam Potur, Sr. Contracts Administrator One Curie Court Rockville, Maryland 20850				<input type="checkbox"/>	
				9A. AMENDMENT OF SOLICITATION NO.	
				9B. DATED (SEE ITEM 11)	
				<input checked="" type="checkbox"/>	
				10A. MODIFICATION OF CONTRACT/ORDER NO. NAS5-98145 C-73695-k	
				10B. DATED (SEE ITEM 13) 10-01-00	
CODE		FACILITY CODE			

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning ___ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. **FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.** If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

N/A

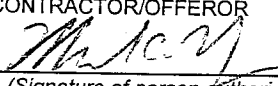
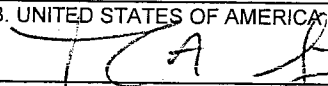
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

<input type="checkbox"/>	A	THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority) CONTRACT ORDER NO. IN ITEM 10A.	THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE
<input type="checkbox"/>	B	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.)	SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<input checked="" type="checkbox"/>	C	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: Mutual Agreement	
<input type="checkbox"/>	D	OTHER (Specify type of modification and authority)	

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return 1 copy to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

See Page 2.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.			
15A. NAME AND TITLE OF SIGNER (Type or print) Michael Yeager, Contract Manager		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Thomas A. Spicer, Contracting Officer	
15B. CONTRACTOR/OFFEROR BY  (Signature of person authorized to sign)	15C. DATE SIGNED 11/6/02	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED 11/12/02

NSN 7540-01-152-8070
PREVIOUS EDITION NOT USABLE

30-105

STANDARD FORM 30 (REV/10-83)
Prescribed by GSA
FAR (48 CFR) 53.243

(1) The following pager pricing and description of services is added to the contract:

Pager Services	PG1	PG2	PG3
Base Services			
Yearly Costs			
Monthly Costs			

Pager Service Options	PG1	PG2	PG3
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Instrument			
Numeric Statewide with local number (500 pages/mnth)			
Alpha-numeric statewide with local number (500 pages/mnth)			
2-way Alpha-numeric (T-900) nationwide coverage with local #			
500 packets/month (1 packet consists of 100 characters)			

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Voice Mail			
None			
Basic (30sec; 10 msgs; 24hrs)			
Regular (60 sec; 20 msgs; 72 hrs)			

Feature Set Enhancements:			
Octel message notification (outcalling)			
Numeric nationwide coverage incl. 8xx#, 500 pgs/mnth, e-mail)			
Alpha-numeric nationwide cover (incl. 8xx#, 200 pgs/mnth, e-mail)			
Personal toll-free number (8xx#)			

Restore to Service			
Basic			
Regular			
Premium			
Enhanced			
Critical			

E.2.3.3 PAGER SEAT DESCRIPTION

Each Pager Seat will provide an appropriate pager instrument and services to satisfy the specified service levels of the subscribed seat. This includes instruments, infrastructure, and other required services to provide pager messaging within, and external to, the Center.

E.2.3.3.1 PG1 SEAT

A PG1 seat provides full pager service in a single numeric pager capable of receipt of numeric messages.

The pager unit includes a power-on switch, a backlit display of up to 16 digits, time and date indication, and a battery power indicator. The pager is capable of storing at least 16 numeric messages. User selectable tone/vibration alerts signal incoming messages. Messages are time-stamped with date and time and can be selectively stored and erased. Indicators show the current status of each message and there is an unread message reminder. One AA or AAA alkaline battery is furnished to power the unit. When the battery is removed for replacement, or the pager is switched-off, stored messages are retained.

National coverage is an available option for the PG1 seat, as is a nationwide toll free telephone number. Voicemail may be added for increased flexibility. Restore to service features are bundled into the seat.

E.2.3.3.2 PG2 SEAT

A PG2 seat provides full pager service in a single alphanumeric pager capable of receiving alphanumeric messages.

The pager unit includes a power-on switch, a backlit display with a minimum of four display lines, time and date indication, and a battery power indicator. The pager is capable of storing at least 20 text/numeric messages. User selectable tone/vibration alerts signal incoming messages. Messages are time-stamped with date and time and can be selectively stored and erased. Indicators show the current status of each message and there is an unread message reminder. One AA or AAA alkaline battery is furnished to power the unit. When the battery is removed for replacement, or the pager is switched-off, stored messages are retained.

National coverage is an available option for the PG2, as is a nationwide toll free telephone number. Voicemail is standard with an available enhanced service level for increased flexibility.

Email service is included as a part of the PG2 seat. This service provides for the receipt of text/numeric messages created by the sender using an email application and routed to the recipient through the Internet or via a web site. This seat also includes a news service that furnishes up-to-date information on topics such as news and weather. Restore to service features are bundled into each seat.

E.2.3.3.3 PG3 SEAT

A PG3 seat provides full pager service in a single two-way pager capable of writing, sending, and receiving alphanumeric messages.

The pager unit includes a QWERTY keyboard, a backlit display with a minimum of four display lines, a minimum of 128Kb of memory, user selectable message alerts, battery backup, and the capability to time-stamp messages with date and time.

National coverage is provided on the PG3. A nationwide personal toll free telephone number is an option as is operator dispatching of messages. Voicemail is standard with an available enhanced service level for increased flexibility.

Email service is included as a part of the PG3 seat. This service provides for the transmission and receipt of text/numeric messages via the Internet. This seat also includes a news service that furnishes up-to-date information on topics such as news and weather. Restore to service features are bundled into each seat.

Summary of NASA Standard Pager Seat Subscription Guidelines

The following tables outline the Standard, Optional, and Restricted service levels for each seat type. Standard service levels are those that come bundled, by default, with the seat type. Optional service levels may be selected for the seat, by respective organizations, to tailor their seat services to meet their particular requirements. Restricted options require approval.

SUMMARY (Pager SEATS TABLE)

Seat Types	PG1	PG2	PG3
Instrument			
Numeric	S		
Alphanumeric		S	
2-way Alphanumeric			S
Coverage			
Statewide (Ohio)	S	S	
National	O	O	S
Voice Mail			
None	S		
Basic	O	S	S
Regular	O	O	O
Message Delivery and Receipt			
Numeric	S		
Text		S	
2-Way			S
Restore to Service			
Basic			
Regular	S	S	S
Premium			
Enhanced			
Critical			

Standard Services for PG1:

<u>Service Type</u>	<u>Service Level</u>	<u>Typical Service Characteristic</u>
Instrument	Numeric	A single numeric pager with backlit display of up to 16 digits, time/date indication, time/date stamp, battery power indicator, battery backup, tone/vibration alerts, unread message indicator, and storage for at least 16 numeric pages.
Coverage	Statewide	Pager coverage area includes the State of Ohio
Voice Mail	None	No voice mail
Message Delivery and Receipt	Numeric	Receive up to 500 numeric messages sent from any telephone with touchtone capability. A nationwide toll free number is included to send messages to the instrument.
Restore to Service	Regular	Restore to service by close of next business day

Optional Services for PG1 (Augmentation):

<u>Service Type</u>	<u>Service Level</u>	<u>Typical Service Characteristic</u>
Coverage	National	National coverage areas are included in this service level, to include Alaska and Hawaii..
Voice Mail	Basic	Provides for a minimum of 10 voice messages, at least up to 30 seconds in duration each, to be stored for a minimum of 24 hours.
	Regular	Provides for a minimum of 20 voice messages, at least up to 60 seconds in duration each, to be stored for a minimum of 72 hours.

Restore to Service: Provides standard maintenance services including: pager diagnostics and trouble shooting; pager and component maintenance; and configuration changes, tracking, and documentation.

Standard Services for PG2:

<u>Service Type</u>	<u>Service Level</u>	<u>Typical Service Characteristic</u>
Instrument	Alphanumeric	A single alphanumeric pager with backlit display, minimum of 4 display lines, time/date indication, time/date stamp, battery power indicator, battery backup, tone/vibration alerts, unread message indicator, and storage for at least 20 text/numeric messages.
Coverage	Statewide	Pager coverage area includes the State of Ohio

<u>Service Type</u>	<u>Service Level</u>	<u>Typical Service Characteristic</u>
	Ohio	
Voice Mail	Basic	Provides for a minimum of 10 voice messages, at least up to 30 seconds in duration, to be stored for a minimum of 24 hours.
Message Delivery and Receipt	Text	Receive numeric messages sent from any telephone with touchtone capability. A nationwide toll free number is included to send messages to the instrument. Receive up to 500 numeric or text messages from Internet email, via a web site interface, or through an operator dispatch service. Includes receipt of news service bulletins.
Restore to Service	Regular	Restore to service by close of next business day

Optional Services for PG2: (Augmentation):

<u>Service Type</u>	<u>Service Level</u>	<u>Typical Service Characteristic</u>
Coverage	Nationwide	Pager coverage area includes ational coverage areas are included in this service level.
Voice Mail	Regular	Provides for a minimum of 20 voice messages, at least up to 60 seconds in duration, to be stored for a minimum of 72 hours.

Restore to Service: Provides standard maintenance services including: pager diagnostics and trouble shooting; pager and component maintenance; and configuration changes, tracking, and documentation.

Standard Services for PG3:

<u>Service Type</u>	<u>Service Level</u>	<u>Typical Service Characteristic</u>
Instrument	2-way Alphanumeric	A single two-way pager with QWERTY keyboard, backlit display, minimum of 4 display lines, user selectable message alerts, battery backup, minimum of 128Kb of memory, and time/date stamp.
Coverage	National	Pager coverage area includes the continental United States, Alaska, and Hawaii. A local number is standard
Voice Mail	Basic	Provides for a minimum of 10 voice messages, at least up to 30 seconds in duration, to be stored for a minimum of 24 hours.
Message Delivery and Receipt	2-way	Receive numeric sent from any telephone with touchtone capability. A nationwide toll free number is included to send messages to the instrument. Receive up to 500 numeric

<u>Service Type</u>	<u>Service Level</u>	<u>Typical Service Characteristic</u>
		Internet email, via a web site interface, or through an operator dispatch service. Send replies or original messages directly from instrument. Includes receipt of news service bulletins.
Restore to Service	Regular	Restore to service by close of next business day

Optional Services for PG3: (Augmentation):

<u>Service Type</u>	<u>Service Level</u>	<u>Typical Service Characteristic</u>
Personal toll-free number		
Voice Mail	Regular	Provides for a minimum of 20 voice messages, at least up to 60 seconds in duration, to be stored for a minimum of 72 hours.

Restore to Service: Provides standard maintenance services including: pager diagnostics and trouble shooting; pager and component maintenance; and configuration changes, tracking, and documentation.

(2) The following Infrastructure Upgrade Proposals (IUP) line items are added to the subject Delivery Order:

347 Delivery Order Item No.	Description	Amount
98	IFM B500 3 rd floor - IUP 73 -	\$ [REDACTED]
99	Headset in B54 control room - IUP 74 - proposal dated July 24, 2002	\$ [REDACTED]
100	B142 Wireless - IUP 79 - proposal dated August 9, 2002	\$ [REDACTED]
101	Audiovisual in training rooms - IUP 80 - proposal dated August 16, 2002	\$ [REDACTED]
102	IFM for B 500 NE section - IUP 81 - proposal dated August 16, 2002	\$ [REDACTED]
103	IFM for B15 - IUP 82 - proposal dated August 27, 2002	\$ [REDACTED]
Total		\$ [REDACTED]

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(3) The above proposals are made a part of the subject contract.

(4) In Section I, paragraph A.13, GOVERNMENT PROPERTY CLAUSES, under clause NFS 1852.245-76, (OCT 88) List of Government-Furnished property, the current list of Government Furnished property, Appendix G is modified by the attached "Revised ODIN Delta Report Adds/Deletes from April 1, 2002 through June 30, 2002".

(5) In accordance with Clause A.1.8(b), Retainage Pools of the Master Contract and paragraph 1.A.8 of the Delivery Order, an amount \$ [REDACTED] is awarded for the Metrics Performance Retainage Pool(MPRP) for the period October 1, 2001

through June 30, 2002 (reference letter dated August 6, 2002). The MPRP earned to date is increased from \$ [REDACTED] by [REDACTED] to \$ [REDACTED]

(6) The contractor shall provide ODIN support of the IFM Appliance System (Wyse Terminal) and the following items shall be added to the catalog:

1. The ODIN Contractor shall provide the IFM appliance, delivery & installation, setup, and maintenance services as catalog items. These catalog items shall be priced as Category 3 only at mutually agreed price.
2. The ODIN Contractor shall provide entitlement for the NISSU environment to print to the same set of all network printers defined as IFM/NACC printers. ODIN shall use the existing ODIN Shared Peripheral print server queues. The NISSU will manage all printing services from the job request by the IFM Appliance customer up to the point the packets land on the internal Center LAN. That is, publish print queues, set up print servers to queue the jobs on NISSU networks then routes the jobs as LPR on port 515 to the Center firewalls, and handle the modifications of the Center firewalls."
3. The ODIN Contractor shall provide the necessary storage facility for inventory spares. Inventory spares are those ordered appliance systems not initially deployed but shall be used by the ODIN Contractor as replacement systems.
4. The ODIN Contractor shall be responsible for asset management commensurate with ODIN Catalog purchases, both the systems deployed and those held in the spares inventory. The Government is entitled to an optional Government-initiated Asset Transition of any or all NISSU Appliances to the Government at any time prior to the end of the Delivery Order, or at the end of the Delivery Order. The ODIN Contractor shall provide its asset management information of these Catalog items on the request from the DOCOTR.
5. The catalog price of the appliance system shall include the total asset transition value. There shall be no additional costs for any Government-initiated asset transition.
6. The ODIN Contractor shall negotiate with the DOCOTR an acceptable ordering date for the initial order of systems and spares which will be based upon system availability by Wyse and/or associated vendors.
7. The ODIN Contractor is responsible for delivery and set-up the ordered systems within 10 business days after full receipt of the equipment/systems from Wyse and/or associated vendors.
8. Additional spare requirements will be identified as needed by the ODIN Contractor to the Center DOCOTR. The ODIN Contractor will deliver spares within 5 days to the Center upon full receipt from Wyse and/or associated vendors. In the event the products are not available, the ODIN Contractor shall coordinate with the DOCOTR to establish the expected delivery date based on product availability.
9. The ODIN Contractor will notify the DOCOTR of any difficulties with scheduling installation with the end user, and related scheduling problems if Wyse terminal units are non-functional because they are defective at point of installation. In the event an end user will not accept receipt of the system or units are defective, ODIN delivery metrics may be waived for the NISSU Appliance on a case-by-case basis by the DOCOTR.
10. The ODIN Contractor will notify the DOCOTR if sparing levels exceed 5% of install base, or drop below 2% of the install base. At no time should the spares drop below 2 spare systems before the ODIN Contractor notifies the DOCOTR that the spares inventory needs to be replenished.
11. The ODIN Contractor shall provide warranty support for the defective systems to be returned to the OEM. This includes, but not limited to, maintaining the warranty data with the OEM, registering for Return Merchandise Authorization (RMA) with OEM, packing and shipping the defective systems to the OEM depot, receipt of the repaired/replacement systems, and re-stocking of the repaired/replacement systems into the spares inventory. Shipping costs for return equipment will be the responsibility of the ODIN Contractor as part of the contract.

12. The ODIN Contactor shall establish policies for disposable components (e.g. keyboards and mice) to avoid excessive expenses for shipping and handling low dollar value (less than \$50) equipment to OEM for repair.
13. **IFM BONUS** - The ODIN Contractor shall meet or exceed service requirements at 98.0% for system delivery and replacement (except for product availability). A one-time incentive bonus for the initial deployment phase shall be made available if the contractor meets or exceeds this metric for the delivered systems. The initial deployment phrase is defined as the completion of the center transition to NISSU. The amount shall be based on 3% of the total catalog order amount of IFM appliance systems and delivery and installation services provided by the end of the initial deployment phase.

a. The catalog items are described and priced accordingly:

Item 1 (Category 3) IFM Appliance System consisting of the following items is priced at \$ [REDACTED]:

1. WyseWinTerm Thin Client Configuration Part # 902032-55 including:
 - a. Model WT9235LE Thin Client
 - b. 192MB Disk-on-Chip (DOC) w/NASA Standard Load
 - c. 256MB RAM
 - d. Windows XPe operating system
 - e. Rapport Workgroup Management Software
 - f. NEC MultiSync LCD1720M, 17" flat panel monitor
 - g. VESA 100MM Mounting Bracket
 - h. Lite-on Security Smart Card Keyboard Model SK-3105 (beige color)
 - i. Logitech Optical Mouse, USB port (beige color)
 - j. RJ45 Category 5e Ethernet Red colored cable for connecting thin client to the network wall plate
 - k. Wyse Rapport Enterprise Software Upgrade
 - l. Wyse Rapport Enterprise 3 Year Maintenance
2. All items above shall have OEM (Wyse) warranty for a period of 3 years.
3. NASA will provide the standard load (see 1b above) to Wyse prior to system ordering. Wyse shall provide pre-configured appliances with the standard load pre-flashed on the system.
4. Delivery of the ordered systems shall be as specified in the Delivery Order.

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Catalog Item 2: IFM Appliance Delivery and Installation is described below and priced at \$ [REDACTED]:

1. The ODIN Contractor shall deliver the IFM appliance system to the users as identified by the DOCOTR and set-up the system in accordance with the installation and set-up instructions provided by NASA.
2. The set-up services shall include: unpack and connect keyboard, monitor, mouse, network cable and terminal; power the system on and log on with IFM ID and validate network connectivity to the NISSU Citrix server farm.
3. NASA will provide network connectivity at the wall plate. The ODIN Contractor will not be responsible for testing connectivity if NASA has not provided the network connection prior to or at the time of installation.
 - 4a. If hardware problems occur during the delivery and installation such that the system will not power on, the ODIN Contractor shall immediately replace the problem system with a replacement unit from the spares inventory.
 - 4b. If setup problems occur during the installation, the ODIN Contractor shall call the NISSU Help Desk. If problems cannot be resolved by the NISSU within 10 minutes, the ODIN Contractor shall leave the system in place at the user's desk and may leave the site, and this delivery

incident will be counted as a successful completed delivery in the ODIN metrics.

5. The ODIN Contractor is responsible for delivery and set-up at the users' desks the ordered systems within 10 business days after full receipt of the equipment/systems from Wyse and/or associated vendors

6. The ODIN Contractor shall provide the new Media Access Control (MAC) address to the NISSU Help Desk.

7. Each system shall include one move, add, and change (M/A/C), per year per system.

Item 3: NISSU Appliance Replacement/Maintenance Support is described below and is priced at \$[REDACTED]:

This Catalog item applies to a single ODIN post-installation maintenance event.

- a. Within 2 hours of notification from the NISSU HelpDesk, the ODIN Contractor shall deliver a replacement system and pickup the defective system.
 - b. The replacement and defective systems shall consist of the complete NISSU appliance system (thin client configuration, monitor, keyboard, mouse, and cables).
 - c. The ODIN Contractor is not required to perform in-the-field repairs of broken devices; however, may use best judgment on replacing components such as keyboards, monitors, or mice as required.
 - d. This 2-hour return-to-service shall be provided during the **regular** business hours 6 am to 6 pm, Monday through Friday on a non-contiguous hour basis (as part of the warranty support provided by the ODIN Contractor).
 - e. The ODIN Contractor shall provide the new serial number and Media Access Control (MAC) address of the replacement system to the NISSU Help Desk. This information must be provided to the NISSU HelpDesk before setup can be performed for the replacement system. The ODIN Contractor shall install and setup the replacement system in accordance with the instructions provided by NASA.
 - f. Shipping costs for return equipment will be the responsibility of the ODIN Contractor, as part of the Catalog price.
- b(4)

Catalog Item 4: NISSU Appliance Replacement/Maintenance Critical Support is described below and is priced at \$[REDACTED]:

This Catalog item applies to a single ODIN post-installation maintenance event.

- a. Within 4 hours of notification from the NISSU HelpDesk, the ODIN Contractor shall deliver a replacement system and pickup the defective system.
- b. The replacement and defective systems shall consist of the complete NISSU appliance system (thin client configuration, monitor, keyboard, mouse, and cables).
- c. The ODIN Contractor is not required to perform in-the-field repairs of broken devices; however, may use best judgment on replacing components such as keyboards, monitors, or mice as required.
- d. This 4-hour return-to-service shall be provided during **non-regular** business hours, for all times outside of 6 am to 6 pm, Monday through Friday non-contiguous hours (as part of the warranty support provided by the ODIN Contractor).
- e. The ODIN Contractor shall provide the new serial number and Media Access Control (MAC) address of the replacement system to the NISSU Help Desk. This information must be provided to the NISSU HelpDesk

before setup can be performed for the replacement system. The ODIN Contractor shall install and setup the replacement system in accordance with the instructions provided by NASA.

- f. Shipping costs for return equipment will be the responsibility of the ODIN Contractor, as part of the Catalog price.

(7) The contract Purchase Order Number **for Catalog Items only**, shall change from C-73695-K to C-72976-A. The contractor shall invoice for catalog items under C-72976-A **only**. All other items shall remain being invoiced under C-73695-K.

(8) The contract value of \$43,382,695 remains the same.